

Service: Legacy IVR

Service Line: Data Center Services

Status: This service is being discontinued and is not available to new customers.

Note: The Analog IVR is in the process of being upgraded using digital lines, which will allow additional capabilities.

General Description: This dial-in service provides a method of obtaining information from state agencies through automation. The end user calls, hears a request for input, enters a response, and receives the requested information.

Service Level Targets: 97% - Support

Availability: 99%

Limitations: Analog IVR cannot interface with TCP/IP

Prerequisites:

- Phone lines
- Hunt group setup
- Program script directing the call flow
- Vocabulary script to be recorded
- Application programs for retrieving data

Pricing/Charges: For fiscal year 2006 and 2007 the charge for the Legacy IVR Services and port is \$230 per port monthly. The same charge should be used for budgeting for fiscal year 2008.

IVR upgrade: Plans for fiscal year 2007 are to change from analog lines to digital lines; additional capabilities are anticipated.

Service Components or Product Features Included in Base Price:

- Recording fees
- Annual maintenance fee
- Program development cost

Options Available for an Additional Charge: N/A

Service Components or Product Features Not Included: N/A

What GTA Provides:

- All hardware and software for the IVR component.
- All support personnel: IVR hardware, IVR software, and IVR recording.

What the Customer Provides:

- Programming script requirements and application to retrieve data from either the IBM or Unisys mainframes. **(See Prerequisites on page 1)**

Service Support:

Contact the GTA Command Center at (404) 656-7378 or e-mail CommandCenter@ga.gov to report a problem.

Service Issue Escalation:

Contact the GTA Command Center at (404) 656-7378 or e-mail CommandCenter@ga.gov to escalate issues.

Benefits/Advantages:

- Using IVR can improve the customer's contact center efficiency by automating routine request responses and freeing agents to respond to more complex inquiries;
- Using IVR can increase the total number of contact center inquiries while decreasing callers' wait time.

How to start this Service: Contact the GTA Office of Solutions Marketing at gtasolutionsmktg@ga.gov or (404) 651-6964 to be put in touch with your GTA Account Manager. Your agency's account manager can advise current customers on using the existing services and recommend alternatives to this service, which is being discontinued.

Related Services and Products: N/A

Other Information: N/A

Terms and Definitions:

Speech Recognition – The ability of a machine to receive voice input, interpret and perform actions based on that interpolation.

IVR - Interactive Voice Response - Voice recordings are used to deliver information to the caller as well as solicit input from the caller.

Automated Attendant – This can be used as a front end to the IVR allowing the telephone service provider to handle the distribution of the call.

Ports – An entry point of the phone line into the IVR.